



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Frontier Communications - Prairie, Inc.
for quarter ending September 30, 2012

Performance Data	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	2.00	1.70	1.70	1.80
B. Operator Answer Time - Information [730.510(a)(1)]	7.40	11.19 *	6.84	8.48
C. Repair Office Answer Time [730.510(b)(1)]	97.00 *	38.00	23.00	52.67
D. Business or Customer Service Answer Time [730.510(b)(1)]	115.00 *	38.00	51.00	68.00 *
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	100.00%	100.00%	100.00%	100.00%
G. Trouble Reports per 100 Access Lines [730.545(a)]	0.14	1.24	4.57	1.98
H. Percent Repeat Trouble Reports [730.545(c)]	0.00%	0.00%	6.06%	2.02%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	0.00%	0.00%	0.00%
J. Missed Repair Appointments [730.545(h)]	0	0	16	5
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

Comments



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